Until 2000…	Days left: 23	Working days left: 16	Weekends left: 3

Message from the State CIO, Elias S. Cortez

The Silver Linings of Y2K

In February 1999, California Governor Gray Davis issued Executive Order D-3-99 which established an unprecedented focus and collaboration among leading California state information technology professionals to ensure that Year 2000 remediation work and testing was completed and that critical government services would be available to Californians at the turn of the century.

At the same time, I was appointed State Chief Information Officer and Director of the Department of Information Technology (DOIT). These actions began a transformation of the state's approach to the Year 2000 problem and provided the necessary roadmap to accomplish a number of important tasks.

When 1999 began, the state's Year 2000 problems were complex and widespread, and the state's previous approach toward a solution was undersized and disorganized and heavily dependent on self assessment.

Now, as we end 1999, the state's Year 2000 preparations are effectively complete. I believe the keys to this successful Year 2000 effort will open new doors to the success of DOIT's ongoing mission to apply information technology (IT) to serve the needs of the state.

Reminder: *In these festive, end days of the 1000s, we at the DOIT want you all to take the precautions necessary to preserve your health. For example, moderate your excess, take your vitamins, get your flu shots, etc. This is especially advised if you will be working throughout the rollover event. Happy holidays!.* ■

Department Equates Outreach to Teamwork

Teamwork = Successful Outreach

"Teamwork" has been the hallmark of the Department of Alcohol and Drug Programs' (ADP) outreach campaign over the past thirteen months. Putting a human face on Y2K preparedness has been essential to reaching into the diverse community of California's state and county alcohol and drug prevention, treatment and recovery programs.

Making it work has involved staff from across the Department. Coordinating it has been a collaborative effort by Chief Information Officer (CIO) Victoria O'Kelly, Y2K Project Manager Peggy Blair, and Public Information Officer (PIO) T. Maria Caudill. ADP has covered the state, meeting with community-based provider organizations, county officials and clients. Continuity planning has been a major emphasis in the Department's presentations, especially for the residential and narcotic treatment programs. The message has been simple:

- Y2K is not just a computer problem.

- Be prepared - start now.

- Plan for all eventualities to ensure that services continue.

ADP Teamwork Means Success *Continued from page 1*

CIO O'Kelly states, "Outreach is particularly important to help assure that essential public alcohol and drug treatment and recovery services continue uninterrupted into the year 2000."

Teamwork has also meant using ADP stakeholders as an active part of the outreach efforts. "Aside from Y2K, the millennium encompasses cultural and life issues which may cause greater distress to our clients," observes PIO Caudill. "Our partners in the field are taking a leadership role in reaching into their communities to prevent some of these problems."

This approach has carried over into each of the ADP's "Y2K Roundtables." Residential treatment providers and narcotic treatment providers have assisted ADP in getting out the message, identifying the issues, and finding the solutions. With less than one month to go, ADP is continuing to move forward. Has it been successful? Yes. Why? "Teamwork!" ■

Y2K Events: Past and Future

- On December 1, 1999, the DOIT published its Annual Report. The report is located at: www.doit.ca.gov/reports/99anfinal.pdf.

- On December 1, 1999, the state's Public Information Officers met for their monthly meeting. David Lema, special IT consultant to Governor Davis, presented status on the "Follow the Sun" project; Art Botterell, Director of OES's Joint Information Center (JIC), described the JIC's organization and role during the rollover event; George Kostyrko, of DOIT, discussed the state's readiness and some new outreach materials that will be posted on the web.

  http://www.year2000.ca.gov/publications/

- On December 3, 1999, the DOIT issued Directive #1999-10. Attached with this "Rollover Directive" package were documents describing stakeholder roles and responsibilities, how and what to communicate using the Y2K Incident Report template, contact information collection forms, and requests for: 1) a schedule of when mission critical systems are expected to go into production after the rollover, and 2) Rollover Plans and checklists.

- On December 6, 1999, the DOIT issued Directive #1999-11. This Directive instructs all state CIOs and their selected staff to attend an upcoming series of Y2K Security Training Seminars. The seminars are designed to increase the awareness and knowledge of California's IT professionals about security issues that may arise, what they should look out for, and what they can do about issues that might arise around the rollover weekend.

- On December 14, 15 and 16, 1999, the DOIT will present a series of training sessions designed to increase the awareness of the state's IT security professionals regarding Y2K security. Location is at the Sacramento Convention Center, 1400 J St., room 314. ■

California's Status at 99.44%

As of December 9, 1999, California's 709 identified mission critical systems are 99.44% remediated.

Challenges for California's Telecommunication's Industry

Last summer, the DOIT hosted a series of Industry Roundtable sessions at which public and private organizations discussed Y2K issues in their industry. Below are some of the challenges and solutions identified in the Telecommunications' sessions.

Challenges

Participants of the Roundtable sessions expressed a need to identify a person or agency who could speak for the entire industry. They identified a possible challenge in which their public switches become over-congested, and likened it to the level of usage seen on Mother's Day. What message would they tell people in this situation? How will people know that the over-congestion is not a Y2K problem? Observers will have to distinguish between congestion and load control.

Roundtable participants discussed the challenges that exist in their relationships to one another. For example, How do the contingency plans of the individual organizations within the industry compare and contrast? Can these plans be coordinated among the agencies and between industries? What is happening with the smaller telecommunications companies? How will all the interfaces be assessed, fixed if necessary, and tested? Compartmentalized testing and end-to-end testing were also identified as challenges.

Solutions

Proposed solutions to the communications challenges reflected those solutions proposed during the other industries' roundtable sessions. For example: build a Dissemination Plan; leverage local government channels, school districts, editorial boards, and public relations firms; "pre-script" messages for TV, PBS, radio, and cable carriers; publish messages on web sites and signs; and collaborate in the "Follow the Sun" project. Other proposed solutions involved: simply following the existing plans; refining the industry's standards and methodologies, and encouraging the Governor and Mayor to call press conferences.

Again, to get more details about any of these challenges and solutions, please contact the Department of General Services – Telecommunications at (916) 657-9903. ■

The Prudent Planner

The Prudent Planner presents state activities and events that you may see or hear about in the foreseeable future.

- The DOIT is commencing its last phase of theY2K PMO effort: Transition Services. The goal of this effort is to ensure that DOIT staff has the complete and requisite knowledge and skills to sufficiently access and use the data, tools, and knowledge developed and acquired for the Y2K PMO. "Lessons Learned" sessions were conducted over the past two months. The objectives of the sessions were to gain feedback on all aspects of PMO operations, based each participant's particular experience. Participants were asked to identify what worked well with the Y2K PMO in general and in specific functional areas, and to provide suggestions for improvement and any other additional training needs.

- Now is a good time to review your Continuity Plans for Business (CPB). For example, you can verify that contact information (names and phone numbers) is still current. Information might have changed in the months since you wrote the plan. You might also want to ask your relevant staff and co-workers to begin leaving their pagers and cell phones on after hours. Time is coming to a crunch and appropriate personnel may need to be reached.

- During the rollover weekend period, incidents will be reported, whether Y2K-related or not. It is incumbent upon us to be able to discern between normal problems and those that are truly Y2K-related.

- In an effort to assist department's with their communications and outreach activities, the DOIT has posted on its web site an article and several downloadable bulletins, brochures, and envelope inserts. They describe California's Year 2000 process and answer Frequently Asked Questions (FAQs).

  http://www.year2000.ca.gov/publications/. ∎

Challenges for California's Transportation Industry

Last summer, the DOIT hosted a series of Industry Roundtable sessions at which public and private organizations discussed Y2K issues in their industry. Below are some of the challenges and solutions identified in the Transportation sessions.

Challenges

Transportation industry roundtable participants identified the challenge of securing 24-hour contacts for law enforcement, all airports, and the Public Utilities Commission during the rollover weekend. They suggested there may be liability/legal issues involved with the sharing of information within private industry. As far as getting the message out, they offered the example of San Francisco's and Oakland's "Do's and Don'ts" message in which citizens were told to turn off their power and gas and then told about the issues of bringing them up again.

Again, roundtable participants expressed concern over some agencies building their Continuity Plans for Business around their own business needs without considering other agencies' needs, nor how human factors play a part. They questioned how they might contact the small organizations not represented at the roundtable sessions. They suggested, as another logistical challenge, the complexity of the national and international dependency on power supply, transportation links, and vendor supply. Finally, participants brought up the issues of staffing for the rollover weekend, vacation time, union rules, funding, SCADA, crowd and traffic control, in general, and then major congestion due specifically to power outages and equipment failures.

Solutions

Coordinating continuity and contingency plans among the various agencies within, and outside, the transportation industry was seen, again, as a worthwhile solution. One participant estimated that, already, there were more than 200 plans in 25 business areas. Participants knew they would have to train staff to validate systems and equipment so that potential disruptions could be identified as either Y2K-related or not Y2K-related. They thought that having an open line to major virus detection software companies would be beneficial to keep data files as current as possible. To maintain risk, they would put a freeze on new applications and would test and retest the existing applications. Their solutions for communications paralleled those of the other roundtable industries, however, they did come up with an idea for an "Information Bank" of supplies information, a central location for accurate and up-to-date information from the state. Some participants suggested, though, that this would be difficult to achieve because of liability issues. Instead, a link to all the industries could be established so that they could report for themselves.

To get more details about any of these challenges and solutions, please contact the Department of Transportation Public Information Office at (916) 654-3442. ∎

December 1999

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1 PIO Meeting	**2 -** CIO Meeting - State/County Interface Meeting	**3** Hanukkah begins	**4**
5	**6**	**7**	**8**	**9 -** CIO Meeting - Ramadan begins	**10**	**11**
12	**13**	**14** Y2K Security Training	**15** Y2K Security Training	**16** Y2K Security Training	**17**	**18**
19	**20**	**21**	**22** First day of winter	**23** CIO Meeting	**24**	**25** Christmas Day
26 Kwanzaa begins	**27**	**28** "Follow the Sun" activities begin	**29**	**30** CIO Meeting	**31** - ECC begins operations - New Year's Eve	Y2K

Interesting Reading

The following are paths to interesting web sites:

- National League of Cities: www.nlc.org

- NASIRE: Quick Survey on Year 2000 Remediation in the States: www.amrinc.net/nasire/y2k

- Open Letter: Safe Email Practices: http://ntbugtraq.ntadvice.com/default.asp?sid=1&pid=47&aid=46

- The Federal government's central point for gathering, analyzing, and summarizing information on systems operations during the Y2K date rollover: www.y2k.gov/new/icc.html

- Nationwide calendar of Y2K community conversations scheduled by President's Council on Y2K: www.y2k.gov/community/usmap.html#table

- Examples of web-based Y2K information sharing: www.y2k.gov/new/share.htm

- President's Council Press Release: 30 Days to Y2K http://www.y2k.gov/new/30days.html

Y2K's Effect on Specific State Services

Specific questions should be directed to your department's Y2K project manager or to the state's Y2K Program Management Office at: Project.Office@emc.ca.gov. The Y2K PMO will be glad to answer any questions you may have and may address your concerns in subsequent newsletters.

Web Sites for More Government Y2K Information

California Year 2000 web site	www.year2000.ca.gov
Governor's Office of Emergency Services	www.oes.ca.gov
Federal Y2K web site	www.y2k.gov
County information	www.csac.counties.org/counties_close_up/county_web/index.html
City information	www.cacities.org/cities_online/cities_online.asp
United States Information Agency	www.usia.gov

Comments and Questions:

Please send comments and questions to: Lance.Williams@doit.ca.gov, or call (916) 445-7020.

The newsletter is available for download off of the DOIT's Year 2000 Publications web site, under the section titled "Y2K Times Newsletter": *www.year2000.ca.gov/publications/*

Please reduce, reuse, recycle

Message from the State CIO

One of the many silver linings of Y2K is how well the concept of managing large, complex technology initiatives through a coordinated Project Management Office (PMO) has served the State. A PMO is an accepted best practice in the private sector today. Project offices and program management offices are frequently used by other organizations to limit risk and more effectively manage the delivery of large systems. The DOIT plans to adapt the PMO concept to future management of state IT programs and projects.

Additional benefits of the Y2K effort include:

- Unparalleled cooperation and communication among state agencies, including the sharing of both ideas and personnel;

- Vastly improved cooperation and relations with legislative oversight committees;

- Increased guidance, advice and information sharing from California's leading technology and financial services companies, through the Governor's Y2K Business Council;

- Focused outreach to communities and constituencies on Y2K issues;

- Proven methodologies for coordination and management of enterprise-wide IT initiatives (PMO, IV&V, testing);

- Significant involvement and engagement of counties;

- Development of robust status reporting through public and private web sites (Internet and intranet);

- Improved practices and skills for system and external interface testing;

- Documented and tested business continuity plans; and

- Development of standard metrics to measure performance across all activities for all entities.

With these guidelines and others, California's IT leadership looks forward to establishing a more effective IT governance structure and approach to enable IT solutions that improve state services to the public.

We look forward to a comprehensive approach that will focus on eliminating the state's traditional approach to IT and move to create an open, progressive technology environment that will enhance the service delivery capability of all state government agencies.

I invite readers to visit the DOIT website at www.doit.ca.gov to watch our progress as the new century unfolds. I anticipate this will be an exciting time for all in the public sector who are directed to assuring that customer service is the number one priority. ◼